



United States Department of the Interior



BUREAU OF RECLAMATION
RECLAMATION SERVICE CENTER
PO Box 25007
Building 67, Denver Federal Center
Denver, Colorado 80225-0007

December 10, 1999

Dear Employee:

Subject: Employee Customer Service Survey

This year the Bureau of Reclamation completed a customer service survey of its employees, as a complement to the 1998 customer satisfaction survey. Emphasis for both surveys has been to determine the level of customer satisfaction with timely goods and services Reclamation provides to customers. It is Reclamation's desire to assure that our customer needs are strongly considered as staff delivers consistent and efficient services and quality products.

I appreciate your participation and comments to the employee customer survey. How we conduct business, communicate, and perform is of utmost importance. Thank you for the innovative ideas you have presented to assist us in improving our services.

Enclosed is a [summary](#) copy of our employee's customer service survey findings. The complete Employee Customer Service Report will be available very soon on Reclamation's Intranet web site at: <http://intra.usbr.gov> under the Customer Service link. Please review the report and provide any feedback you may have to: response@do.usbr.gov. Your comments will be considered as we continue to improve Reclamation's services to our customers and the public.

Sincerely,

Eluid L. Martinez
Commissioner

Attachment